



# Federal Emergency Management Agency

Washington, D.C. 20472

December 7, 2000

MEMORANDUM FOR: See Distribution List

FROM: John Magnotti, Task Leader  
FEMA Map Assistance Center (FMAC)

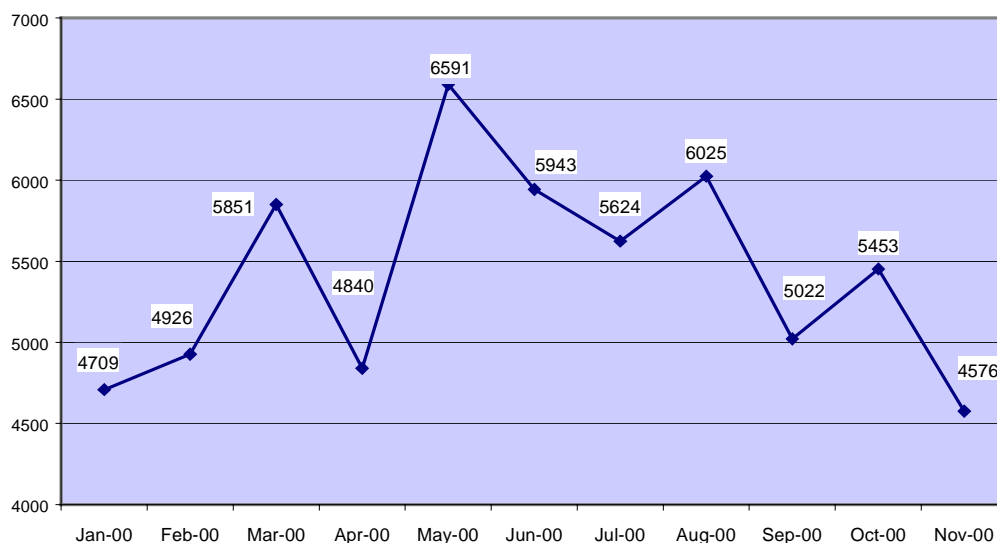
SUBJECT: FMAC Activities for November 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of November. The mission for the FMAC is to offer help and information on the NFIP Flood Mapping Program to the public.

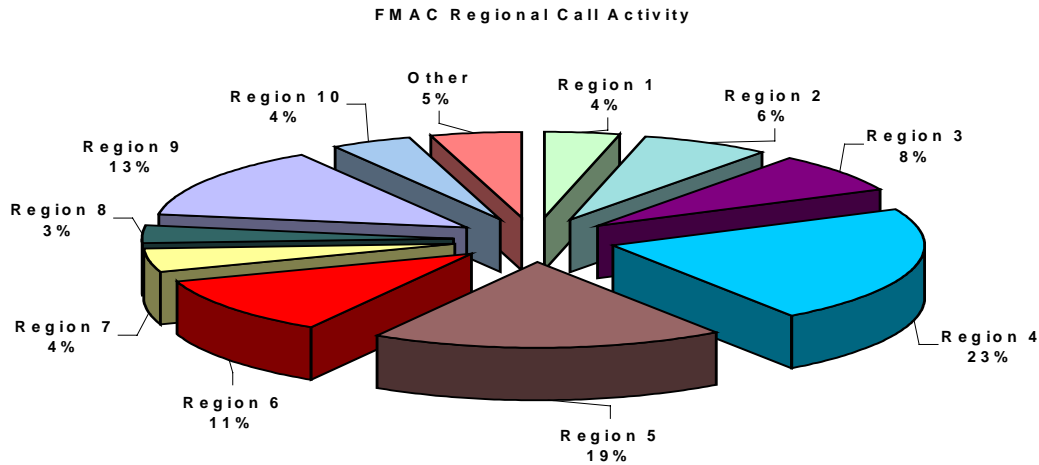
## *FMAC Summary*

**Calls received to date:** This month the FMAC received a total of 4576 calls. This total represents a 16% decrease over October totals. Of that total, Spanish calls remain low as in past months. This decrease was expected due to the holiday periods. It is anticipated that the public's use of the FMAC's services will rise after the holiday period and continue to increase in FY 2001.

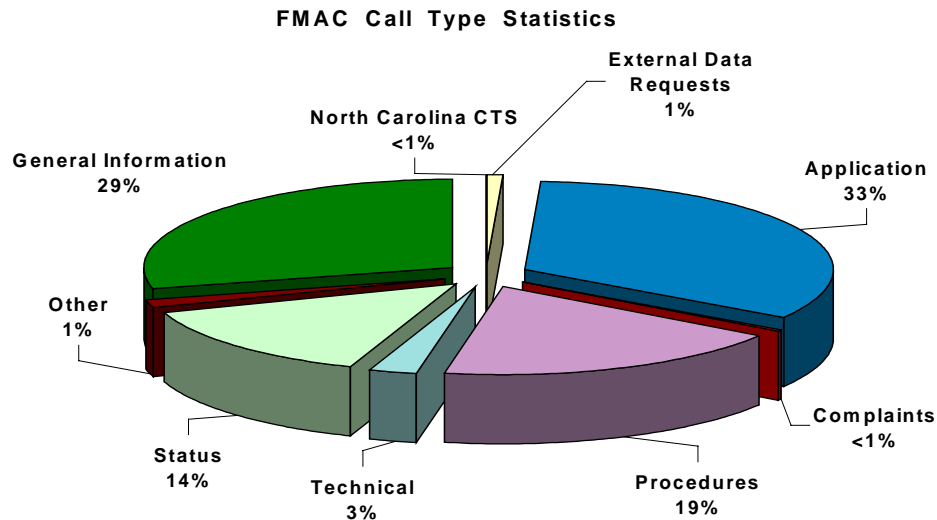
**FMAC Monthly Call Volume**



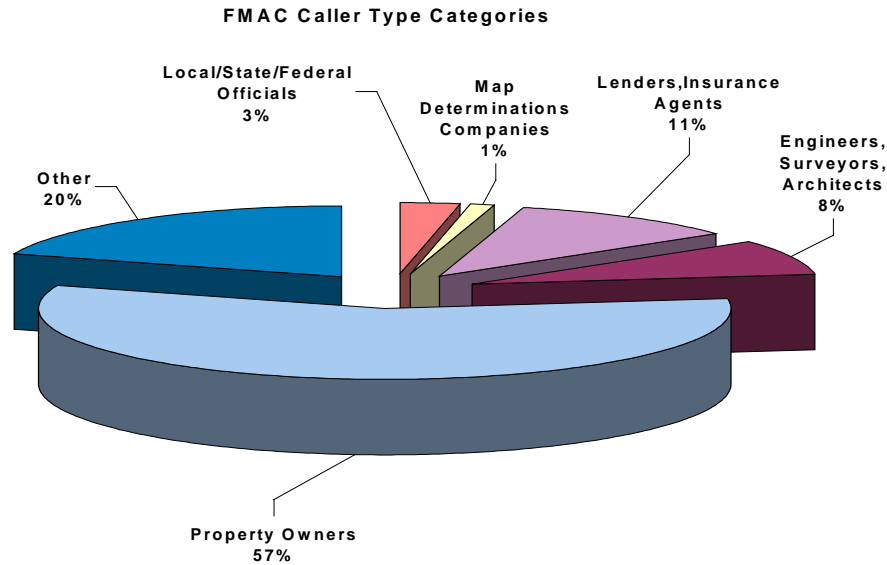
**Regional Call Activity:** During November, Region IV continued to lead the call volume with 1,025 calls followed by Region V with 843 calls. Regions IX and VI came next with 621 and 518 calls, respectively. The following chart shows the complete regional call activity for November.



**Type of Calls:** LOMA and LOMR application and procedural requests continue to represent over 50% of the calls to the FMAC. This month general informational calls accounted for 28% with status and technical calls registering 17% of calls received. The FMAC is still assisting callers from North Carolina under the Community Technical State status with their Flood Mapping Program. The following chart shows a total breakdown of all call request activity.



**FMAC Caller Type Categories:** Property owners accounted for 57% of callers using the FMAC service in November. Other caller categories were Lending institutions at 11% and Engineers/Surveyors following at 8% of callers to the FMAC. The type of caller FMAC provides NFIP guidance and information to are broken down in the following chart.



**FMAC Service Levels:** The FMAC's goal is to answer 95% of calls within 30 seconds. Both goals were met this month as the FMAC answered 96% of all calls within 28 seconds.

**E-Mail and Voice-Mail Messages:** The FMAC E-mail and Voice Mail inquiries decreased in November as a result of the holiday period. E-mails decreased by less than 9% and voice mails continue to drop. This month voice mails declined by 43% from October totals, which may indicate that the FMAC's toll free number is becoming widely known.

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